Single Item Measure

Question 33

Survey respondents were asked:

"In the last 6 months, how often were you involved as much as you wanted in these decisions about your health care?"

Note:

This question was answered by people who indicated decisions had been made about their health care in the first 6 months of 1998.

Q33 Patients involved as much as wanted in own care decisions (N=1,967)

Premera Blue Cross	60%	20%	19%
Community Health Plan of Washington	63%	18%	19%
CUP	59%	23%	19%
Group Health Cooperative	60%	21%	19%
Kaiser Foundation Health Plan	59%	24%	17%
Kitsap Physicians Service	63%	20%	17%
Northwest Medical Bureau	67%	18%	18%
Aetna US Healthcare	61%	21%	19%
QualMed Health Plan	64%	21%	15%
Regence BlueShield	55%	25%	20%
MCO Avg	61%	21%	18%
□Always	s □Usually	□Sor	netimes/Never

Single Item Measure

Question 46

Survey respondents were asked:

"In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?"

Note:

This question was answered by people who indicated they had called health plan's customer service in the first 6 months of 1998.

Q46 Problems getting help needed from health plan's customer service (N=1,620)

Premera Blue Cross	62%		23	%	14%	
Community Health Plan of Washington	53%	2	20%	2	7%	
CUP	53%		33%)	15%	
Group Health Cooperative	60%		25	%	15%	
Kaiser Foundation Health Plan	62%		22	%	16%	
Kitsap Physicians Service	57%		25%	ó	18%	
Northwest Medical Bureau	57%		27%	6	17%	
Aetna US Healthcare	38%	25%		37°	%	
Aetna US Healthcare QualMed Health Plan	38% 55%	25%	24%	_	% 21%	
			24% 24%			
QualMed Health Plan	55%				21%	
QualMed Health Plan	55%			2	21%	
QualMed Health Plan Regence BlueShield	55% 52%		24%	2	21%	

Single Item Measure

Question 52

Survey respondents were asked:

"In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?"

Note:

This question was answered by people who indicated they had had some experience with paperwork for their health plans in the first 6 months of 1998.

Q52 Problems with health plan's paperwork (N=1,051)

Premera Blue Cross	52%	26%	22%
Community Health Plan of Washington	56%	23%	22%
CUP	52%	24%	24%
Group Health Cooperative	51%	32%	17%
Kaiser Foundation Health Plan	51%	23%	26%
Kitsap Physicians Service	56%	28%	6 16%
Aetna US Healthcare	43%	30%	27%
QualMed Health Plan	41%	33%	26%
Regence BlueShield	46%	32%	23%
MCO Avg	49%	29%	22%
□ Not a pr	oblem □Sm	all problem	□Big problen

Results are not reported for Northwest Medical Bureau due to small number of responses (N<85) to this question for the plan.

Single Item Measure

Question 55

Survey respondents were asked:

"In the last 6 months, how much of a problem, if any, was it to get your prescription medicine at the drug store or pharmacy?"

Note:

This question was answered by people who indicated they did get a new prescription or had a prescription refilled in the first 6 months of 1998.

Q55 Problems getting prescription medicine (N=3,211)

Premera Blue Cross	80%	15%	6%
Community Health Plan of Washington	74%	18%	7%
CUP	74%	18%	9%
Group Health Cooperative	78%	17%	5%
Kaiser Foundation Health Plan	81%	13%	5%
Kitsap Physicians Service	81%	14%	5%
Northwest Medical Bureau	73%	19%	8%
Aetna US Healthcare	73%	17%	10%
QualMed Health Plan	67%	21%	12%
Regence BlueShield	77%	14%	9%
MCO Avg	76%	16%	8%
□ Not a pro	oblem □Small problem	⊟Big p	oroblem